Helping Injured Workers Heal and Return to Work

COHE Introduction

Washington State Department of Labor & Industries

L&I Health Care Quality Expansion Vision

- **Set Minimum Standards**
  - Medical Provider Network and Risk of Harm
- **Incentivize Collaborative Model and Occupational Best Practices**
  - COHE Expansion
  - Top Tier
  - Evidence based treatment guidelines
- **Promote/Identify Evidence Based Policies and Practices**
  - Evidence Based Treatment Guidelines
  - Functional Recovery Questionnaire/Intervention
  - Activity Coaching
  - Surgical Best Practice
- **Identify areas of ongoing need for system innovation**
  - Behavioral health
  - Long term disability/Chronic pain

Helping Workers Heal and Return to Work Dashboard

Status	Focus Area	Key Indicator	Baseline 2012	1st Qtr 2014	Target by June 2015
	Overall indicator	**Decrease number of long-term disability (LTD) claims**	436 claims (out of every 10,000 accepted claims)	**415 claims** (out of every 10,000 accepted claims)	377 claims (out of every 10,000 accepted claims)
	Culture of return to work	**Increase return to work in 6 months**	832 (out of every 1,000 new TL claims)	**833** (out of every 1,000 new TL claims)	850 (out of every 1,000 new TL claims)
	Reduce preventable disability	**Decrease time-loss persistence from three to six months**	70.9%	**70.1%**	62%
	Collaborate to Reduce system delays	**Decrease *average* days of time-loss paid at three months *from the first time-loss payment.***	56.1 days	**57.4 days**	54 days

green — making progress towards target

yellow — not making consistent progress towards target

Red — moving consistently in wrong direction

Washington State Department of Labor & Industries

Definitions

1. **Long-term disability claims** – For every 10,000 accepted claims, the number that are on time-loss 12 months from their injury month, smoothed.

2. **Return to work in 6 months** –For every 1,000 new time-loss claims, the number that are off time-loss for at least a 30 consecutive day period during their first six months.

3. **Time-loss persistence** – the number of claims that have time-loss payments at sixth months from their injury month divided by the number of claims that had a time-loss payment three months from their injury month, smoothed.

4. **Time-loss days paid at 3 months** – of claims receiving time-loss, the average number of time-loss paid per claim at 90 days from the 1st time-loss payment, smoothed.

5. **Injured Worker overall experience** – For a sample of injured workers who have at least 30 days of time-loss, what is their overall rating of their worker's comp experience.

6. **Employer overall experience** – for a sample of employers who have at least one claim that has had 30 days or more of time-loss in the last two years, what is their overall rating of their workers comp experience

Expand COHE and Best Practice

Why COHE?

- Study shows COHEs, average per claim:
  - Reduce time loss by **4.1 days**
  - Save approx. **$480** in first year and **$1,600** overall

KEY COHE Elements

- Clinical Champion; Coordination; Evidence Based Best Practices

WHAT are Current COHE Best Practices

1. Submit the **Report of Accident** to L&I within two business days
2. **Complete an Activity Prescription Form** at the first visit, and when the patient's status changes
3. Two-way **communication with the patient's employer** on return-to-work options
4. For patients that are still off work, developing a plan to **address barriers for return** to their job

Incentivize Collaborative Care and Best Practices

- Expand COHE Enrollment

Current # of Enrolled Providers	Proposed # of Enrolled Providers	COHE Name
1,170	1,451	COHE Community of Eastern Washington
222	230	COHE at The Everett Clinic
117	70	COHE at Group Health Cooperative
192	233	COHE at Harborview Medical Center
320	300	COHE at UW Medicine/Valley Medical Center of the Puget Sound
453	1,208	COHE Alliance of Western Washington
2,474	**3,492**	**TOTAL**

Reduce the Development of Preventable Disability

- Increase provider adoption of COHE best practices and participation in Top Tier.

	Baseline: 2012	1Q 2013	2Q 2013	3Q 2013	4Q 2013	1Q 2014	TARGET By 6/2015
Percent of initiated claims seeing a COHE provider	31%	29%	30%	35%	38%	40%	50%
Percent of COHE providers who are medium or high adopters of best practices	N/A	N/A	N/A	65%	64%	N/A	80%